

**Job Announcement:****Community Development Manager, Delivering Innovation in Supportive Housing**

Position Title: Community Development Manager

Reports To: Sr. Manager of Community Development

Status: Full-Time, Exempt

Salary Range: \$85,000-\$90,000 salary

Location and Position Type: DSO Offices, 234 Eddy Street - Onsite

Prepared Date: September 2025

SUMMARY

The Community Development Manager works within the DISH community to create holistic programming to support recovery from the trauma of homelessness and promote housing stability, restorative justice, and holistic wellness of the DISH resident community. This position seeks to serve our mission, values and service commitments, and address social isolation for formerly homeless adults by developing innovative programming. This position will also develop opportunities to build community at our supportive housing sites within the buildings and by networking with outside resources.

This individual fundamentally upholds the mission of DISH -- alongside dedicated staff, partners, and advisory bodies -- to provide high-quality, permanent housing to San Franciscans who manage serious health issues.

The DISH Community Development Manager reports to the Senior Manager of Community Development and supervises the Community Development Program Coordinators. The Community Development Manager provides leadership and programs across and within property sites with the following primary focus:

- Community Building
- Creative and Holistic Programming
- Tenant Leadership Development
- Restorative Justice Practice
- Staff and Resident Relationship Culture

The Community Development Manager is an exempt position. Exempt employees are expected to work the appropriate and necessary time in order to complete key assignments and related tasks on schedule.

ESSENTIAL DUTIES AND RESPONSIBILITIES



Community Building & Tenant Programming: Development of community based, creative holistic programs that promote healing, harm reduction, restorative practices, leadership development, housing stability and mobility, and increases tenant satisfaction.

Collaborate on development and management of tenant community building plans within and across DISH portfolio, implemented by CD team members and external collaborators; Community Development will include trauma-informed programs designed to improve housing stability and mobility, and holistic wellness for formerly homeless adults through creative expression, leadership development, health education, and restorative justice practices.

Explore and introduce innovative and creative program ideas and opportunities; work on program development, design and facilitation with CD team. In collaboration with CD Coordinators, develop work plan each year that outlines scope of proposed community development activities, collaborations and target dates for completion.

In collaboration with Sr. Manager of Community Development and external organizational partners; develop, deliver, and monitor DISH's Restorative Justice Resident Engagement framework. Including but not limited to; creating resident programming, leading RJ circles, supporting CD staff in program facilitation, co-developing and delivering staff trainings.

Participate regularly (as needed) in DISH OPS Meeting, Assistant General Manager Meeting, and Site based clinical meetings to collaborate on program delivery and stay informed with DISH wide issues

Lead implementation and review of DISH tenant communications including the Tenant Newsletter, celebratory cultural/educational poster materials, and sharing external resources to community.

Assist with coordination of holiday celebrations on site, regular external outings and community events for DISH resident community; including but not limited to annual Tenant Appreciation Party, local field trips and events,

Collaborate with Community Development team and DISH site staff to support specific building initiatives including housing transition and stabilization interventions, harm reduction programs, food security, digital literacy, restorative justice, and other holistic enrichment activities.

Lead Facilitation of the DISH Tenant Community Advisory Board, to support leadership development and overall tenant input into DISH programmatic approach

Collaborate with Sr. Manager of Community Development on building programmatic supports for housing mobility (for residents transitioning to further independent housing) and family/community reunification opportunities for residents.

Funding & Reporting

Lead and collaborate with CD Coordinators to deliver timely and accurate property-based reporting to the City, external funders, and other relevant entities. Ensuring compliance of reporting requirements.

Supervise the implementation of programs, data tracking, and site staff collaborations of all CD teams and external program partnerships (excluding the Harm Reduction Program)

Monitor program budgets and expenses; Reconcile credit card expenditures



Collaborate with Fund Development team on highlighting community programs for external communications and media opportunities.

Staff Management

Hire, train and supervise Community Development Staff including drafting job descriptions, managing annual and mid-year performance review.

Collaborate with Sr Manager of Community Development and Director of Human Resources to assess, develop and facilitate (as-needed) ongoing training for Community Development Team and broader DISH teams.

Participate in creating and delivering trainings on higher level Community Development Department content to internal teams and for external organization consultation

Manage delivery of programmatic vision, managing and supervising Community Development Department staff including but not limited to; Community Development Coordinators, Restorative Justice Specialists and Resident/Peer Leadership Programs

Actively participate in DISH Supervisor training and staff development programs.

Quality Management & Compliance: Ensure a participant-focused organization to meet tenant and other key stakeholders' needs and requirements.

Ensure effective customer service to tenants, including developing and implementing high standards & systems for services delivered. Ensure effective systems for tenant input and feedback, including measuring and improving tenant satisfaction.

Collaborate regularly with onsite DISH staff and support service partners to support community building activities, confirm priorities and solicit feedback on work products.

Ensure consistent and effective delivery of services within and across portfolio(s).

Maintain accurate reports, files and statistics as required by DISH and funding sources. Develop and maintain system to track tenant participation in community building activities, and changes in tenant wellness and community involvement status in annual tenant survey.

Provide input in the development of property management goals related to the health and quality of life of the overall community and individual tenants, including engaging with San Francisco's rich cultural, employment, and educational opportunities.

Participate in external committees, boards, and local community meetings related to advocacy and awareness for topical programmatic work.

Stakeholder Management: Maintain good relationships with the people who have the most impact on and from your work.

Foster team approach and maintain strong collaborative partnership with DISH Staff, Support Services teams, residents and external collaborating agencies; developing organizational partnerships for creative and holistic programming initiatives.



Meet monthly (or more often as needed) with Support Services and Property Management teams to create a holistic approach to helping residents improve health and well-being.

Meet regularly with residents to take a pulse on the community's needs and brainstorm ideas for programs and events; conduct surveys, focus groups and committee oversight

Mitigate conflicts among residents through supportive listening and communication

Demonstrate the DISH Mission, Values, and Service Commitments at all times.

OUR VALUES

- Excellence & Focus: Prioritize issues under our direct control and deliver high quality service.
- Initiative & Innovation: Never stagnate, frequently review, refine, and enhance our services and procedures.
- Fairness & Consistency: Strive for equity and inclusion for our tenants and our staff.
- Respect & Openness: In our interactions, be honest, direct and embrace differences.

QUALIFICATIONS AND SKILLS

- Minimum 5 years experience working with relevant community served and/or experience in harm reduction, social services, community engagement, and community organizing.
- Strong team leadership, staff management and program development experience.
- Experience building external organizational partnerships and establishing new programs. Ability to manage and monitor a program budget.
- Experience and willingness to work in a team environment
- Commitment to the mission and values of DISH and enthusiasm for working as a team member. Ability to lead and motivate a team of employees
- Ability to appreciate and reconcile conflicting needs of stakeholders. Skills in facilitation and conflict resolution in a team setting. Good listening skills informed by the ability to empathize and show compassion.
- Critical thinking and ability to make decisions and help others make decisions. An aptitude for anticipating problems and finding creative solutions that fit within established policies.
- Ability to prioritize tasks in a fast-paced work environment among competing pressing issues. Ability to effectively manage a crisis situation. Ability to assess when an incident is an emergency and to take appropriate action.
- Strong verbal and written communication skills. Ability to read, write legibly, type, and follow instructions. Ability to use a computer for word processing, spreadsheets, e-mail, Internet, and publications. Proficiency with Microsoft Office software suite.
- Ability to manage expectations and meet deadlines in a timely and effective manner.
- Ability to communicate effectively with people from diverse backgrounds, including people with active mental health issues, active substance use issues, and histories of homelessness and trauma.



ORGANIZATIONAL RELATIONSHIPS

Interacts regularly with residents, guests, service providers and staff, internal colleagues, partner organizations, DISH managers, Leadership Team.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc. Frequently required to use a computer, phone, copier, and fax machine. Must be able to reach, bend, walk, stand, and sit for extended periods. Depending on building assignment, the ability to climb stairs will be necessary. The employee must occasionally lift and/or move up to 10 pounds. This employee must have the ability to attend meetings, sit, listen, and use a computer keyboard and mouse up to 7.5 hours per day. Must be physically able to visually monitor the hotel lobby area and building security camera monitors. Must be able to travel locally via public transportation for work related tasks and also by car or airplane for out of town responsibilities

WORK ENVIRONMENT

Incumbent will work in a shared office space with moderate noise level and periodic interruptions as well as occasionally working in one or more of our Single Room Occupancy, permanent housing settings with onsite social services for formerly homeless individuals, many of whom have significant mental health, physical health and/or substance use issues. Most of the buildings are about 100 yrs old & have had varying capital & cosmetic improvements. Typical shifts are weekday/daytime. Special projects may require occasional schedule changes. Local travel will most often be conducted travelling to and from DISH sites, partner agency sites and government buildings.

EQUAL EMPLOYMENT EQUAL OPPORTUNITY STATEMENT

DISH, is an “at-will” and equal opportunity employer. Applicants and employees shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, mental or physical disability, sexual orientation, gender (including pregnancy and gender expression) identity, color, marital status, veteran status, medical condition, or any other classification protected by federal, state, or local law or ordinance.

APPLYING:

Position is open until filled. In addition to a resume, applicants must include a cover letter expressing their interest in this position with DISH and why they are qualified for this job. Please submit a cover letter and resume via email titled ‘Harm Reduction Program Manager Application’ to: mattieloyce@dishsf.org or apply via our Online Job Inquiry Form which can be found on the jobs page of our website: <https://dishsf.org/jobs/> No phone calls or drops-ins please.

